

U.S.S.N. 10/024,847

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SBC 0108 PA

IN THE SPECIFICATION:

Please replace paragraph 0025 with the following amended paragraph:

[0025] The Systems Failure field indicates the call time duration as well as incomplete call information. The time on the platform data is located in the Voice Response [[Unite]] Unit (VRU) time data fields located at positions 246-251 and is six characters in length within the CDR. In one aspect of the invention, the data within the VRU time subfield is totaled and averaged for reporting purposes. The Incomplete Call information subfield is located within the indicator 18 field of the CDR at position 106 and is one character in length.